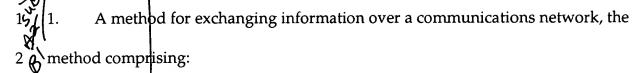
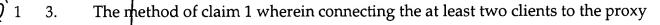
CLAIMS

What is claimed is:



- 3 connecting at least two clients to a proxy over the communications network;
- 4 activating a shared session between the at least two clients; and
- 5 enabling co-navigation of at least one web document with dynamic content by
- 6 the at least two clients during the shared session.
- 1 2. The method of claim 1 wherein the at least two clients include at least one
- 2 customer and at least one company representative.



- 2 includes receiving a message from any of the at least two clients, the message
- 3 indicating a willingness to begin the shared session.
- 1 4. The method of claim 1 wherein activating the shared session between the at
- 2 least two clients further includes:
- 3 collecting client state information; and
- 4 syndhronizing browsers of the at least two clients using the client state
- 5 information.

- 1 5. The method of claim 4 wherein the client state information includes a client
- 2 cookie, an Internet address of a current web document displayed to a client, and
- 3 relevant information from the current web document.

1 6. The method of claim 1 wherein any of the at least two clients is behind a

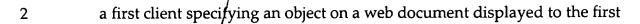
2 firewall.

7. The method of claim 1 wherein enabling the at least two clients to co-navigate

2 includes:

- 3 presenting a web document retrieved from a web site to the at least two
- 4 clients; and
- 5 submitting responses received from any of the at least two clients to the web
- 6 site.
- 1 8. The method of claim 7 wherein presenting the web document further
- 2 includes:
- 3 retrieving the web document from the web site;
- 4 modifying the web document; and
- delivering the modified web document to the at least two clients.
- 1 % 9. The method of claim 8 wherein modifying the requested web document 2 includes:

- 3 identifying a dynamic event in the web document; and
- 4 replacing a link directing the dynamic event to the web site with a link or code
- 5 directing the dynamic event to the proxy.
- 1 10. The method of claim 8 wherein modifying the requested web document
- 2 includes incorporating at least one business rule into the web document when the at
- 3 least one business rule applies to the web document.
- 1 11. The method of claim 8 wherein modifying the requested web document
- 2 includes replaces all references to a top frame in the web document with a code
- 3 referencing a frame which would be the top window had the web document not been
- 4 loaded in a co-navigation session.
- 1 12. The method of claim 9 wherein submitting responses further includes:
- 2 receiving a web response from any of the at least two clients;
- 3 converting the web response to a web request; and
- 4 transferring the web request to the web site.
- 1 13. The method of claim 1 wherein co-navigating includes jointly completing a
- 2 web form by the at least two clients.
- 1 14. The method of claim 1 further comprising:



- 3 client during the shared session; and
- displaying the object on a web document displayed to a second client.
- 1 15. The method of claim 14 further comprising scrolling the web document
- 2 displayed to the second client to a portion of the web document that includes the
- 3 object.
- 1 16. The method of claim 1 further comprising selectively restricting web features
- 2 from any of the at least two clients during the shared session.
- 1 17. The method of claim 1 further comprising selectively enabling web features
- 2 from any of the at least two clients during the shared session.
- 1 18. The method of claim 1 further comprising selectively blocking personal
- 2 information of a first client from a second client during the shared session.
- 1 19. The method ϕ f claim 1 wherein co-navigation is performed in a secure
- 2 manner.
- 1 20. The method of claim 1 further comprising providing going back and forward
- 2 functionality during the shared session.



21. The method of claim 1 wherein any of the at least two clients are connected to

2 the proxy via a wireless carrier.

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A method for jointly completing a web form by participants of a shared

2 \$\session\$, the method comprising:

3 monitoring data entered into the web form by at least two participants of the

4 shared session;

detecting a change of data entered into the web form by one of the at least two

6 participants; and

reflecting said change of date in the web form displayed to the rest of the at

8 least two participants.

23. A method for conducting a shared session, the method comprising:

maintaining a set of business rules concerning information displayed to a

plurality of clients;

receiving a pequest for a shared session between at least two participants, the

request for the shared session pertaining to a web document;

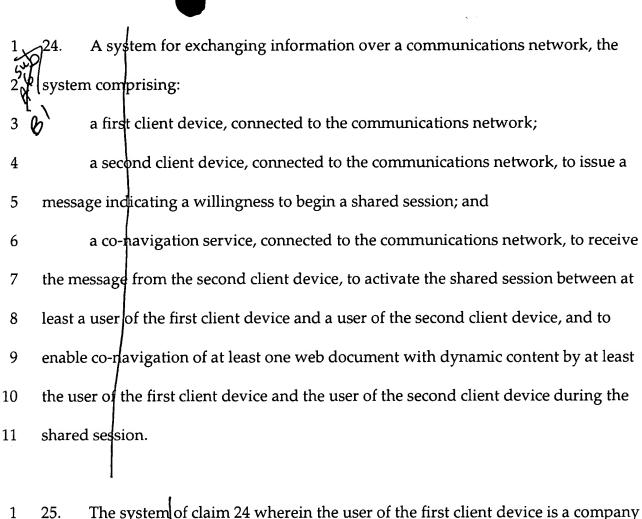
modifying the web document in accordance with the set of business rules; and

providing/co-navigation of the modified web document to the at least two

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participants.





- The system of claim 24 wherein the user of the first client device is a company 25.
- 2 representative, and the user of the second client device is a customer.
- 26. The system of claim 24 wherein each of the first client device and the second 1
- 2 client device comprises:
- an applet to establish connection with the co-navigation service; and 3
- 4 a shared browser to present the at least one web document to a user.
- 27. The system of claim 24 wherein the co-navigation service comprises: 1
- a routing server to manage web requests, load balancing and routing; 2

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at least one application server to maintain a plurality of shared sessions; and

- a database server to authenticate participants of the plurality of shared
- 5 sessions and store information related to each of the plurality of shared sessions.
- 1 28. The system of claim 27 wherein each application server includes:
- 2 communication drivers to maintain connection between the application server
- 3 and each of a plurality of client devices during a corresponding shared session;
- a session manager to establish and coordinate the plurality of shared sessions;
- 5 a web server to transfer requests from the co-navigation service to
- 6 corresponding client devices;
- 7 a co-navigation engine to provide co-navigation functionality during the
- 8 shared session; and
- 9 at least one server integration application programming interface (API) to
- provide an interface between the co-navigation service and at least one third party
- 11 system.
- 1 29. The system of claim 28 wherein the co-navigation engine further includes:
- 2 a parsing and lexing engine to retrieve web documents from a web site, to
- 3 prepare the web documents for display to corresponding participants of the shared
- 4 session, and to submit responses received from any of the participants to a web site;

- 5 a business rule engine to maintain a plurality of predefined business rules
- 6 pertaining to co-navigation, the plurality of predefined business rules being used in
- 7 preparing the web doduments for display during the shared session;
- a shared state manager to maintain state information during the shared
- 9 session; and
- a pseudo client to retrieve web documents from web sites and to send requests
- 11 to the web sites.
- 1 30. The system of claim 29 wherein the parsing and lexing engine is capable of
- 2 identifying every dynamic event in the web document, replacing links directing
- 3 dynamic events to the web site with links directing the dynamic events to the proxy,
- 4 and modifying the web document according to predefined business rules.
- 1 31. The system of claim 29 wherein the co-navigation engine is configured to
- 2 provide joint completion of a web form by participants of the shared session.
- 1 32. The system of claim 24 wherein co-navigation is performed in a secure
- 2 manner.
- 1 33. The system of claim 24 wherein any of the client devices are connected to the
- 2 co-navigation service via a wireless carrier.



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34. A computer readable medium comprising instructions, which when executed on a processor, perform a method for exchanging information over a communications network, the method comprising:

connecting at least two clients to a proxy over the communications network;

activating a shared session between the at least two clients; and

enabling co-navigation of at least one web document with dynamic content by

7 the at least two clients during the shared session.